



Utility Billing Clerk

The position is responsible for executing clerical and administrative tasks required to support the activities of the Utility or Public Works Department.

Duties and Responsibilities:

- Receives, posts, and processes payments from customers for utility bills, cemetery lots, and park pavilion rentals.
- Processes credit card and ACH drafts for automatic billing customers
- Balances cash drawer daily
- Prepares monthly billings and late notices for water, sewer, and refuse accounts.
- Opens, closes lobby, and drive-thru window, ensuring areas are clean and orderly.
- Answers phone calls coming into the city and transfers as appropriate.
- Receives new utility customer applications and change requests.
- Creates and/or updates customer accounts as needed.
- Responds to customer inquiries and complaints, explaining applicable City policies and procedures as required.
- Prepares night drop deposits and mail as needed.
- Prepare, process, and review polycart inventory (refuse)
- Creates and processes utility work orders.
- Other duties as assigned.

Knowledge, Skills and Abilities:

- Ability to operate 10-key by touch.
- Attention to detail and ability to accurately enter data, including numbers.
- Ability to verbally communicate with customers and employees including excellent telephone etiquette (Spanish language skills preferred but not required)
- Excellent organizational skills; handling multiple tasks.
- Ability to work independently, with minimal supervision.
- Ability to make sound decisions and effectively handle stressful situations in a professional manner.
- Ability to abide by all rules, regulations, policies, and procedures.
- Proficient in INCODE utility billing system - preferred
- Computer proficiency with knowledge of MS Office applications

Qualifications:

- High School diploma or GED required.
- 2 years of demonstrated excellent customer service experience.
- 2 years of experience in billing and collection activities
- Valid Texas Driver's License